



## “How Patient-Centered Is Your Office?” Worksheet

*This is an extra resource to go along with the original article:*  
[How to turn one-time patients into long-term healthcare partnerships](#)

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At the end of the day, the most important thing about your healthcare practice is how well it serves your patients.

Maintaining a patient-centered practice ultimately helps ensure your success – and keeps patients coming back, again and again.

In order to determine how patient-centered your practice is, ask yourself these five questions:

1. What is your patient retention rate? Do the majority of your first-time visitors come back to your practice for second, third, and fourth visits? \_\_\_\_\_

2. How do you communicate with your patients? Do you use phone calls, emails, and text messages to send appointment reminders and follow up with your patients? \_\_\_\_\_

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3. What is the average wait time for your patients? \_\_\_\_\_

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4. Have you ever taken a patient survey? If so, what trends did you identify in the feedback?

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5. Do you have an established protocol for best practices regarding politeness and timeliness at the front of your office? \_\_\_\_\_